Mike Vanbuskirk – Resume

Located   Seattle, WA   **Email**   mvanbus43@gmail.com

Core Technical Skills

- **Operating Systems**

  Linux/Unix - CentOS, RHEL, Solaris, Debian/Ubuntu, XenVM, Amazon Linux
  Windows - Server 2008/2012

- **Programming/Scripting**

  BASH/Shell - Automation & system administration
  JSON - Configuration file management
  Javascript - Client-side scripting/interface
  Python - Hardware device configuration, system administration, automation
  HTML/CSS - Content mark-up
  LaTeX - Document creation & typesetting

- **Applied**

  Networking - Global-level DNS configuration & traffic management, load-balancer configuration & support, routing modification, VPN configuration & support
  Application Support - Support & management of highly available applications in cloud, CDN & e-commerce infrastructures
  Development Technology - DVCS(Git), continuous delivery, auto-scaling, environment deployment
  Project Management - Agile/SCRUM
  Debugging/Troubleshooting - Log analysis, application debugging, file dump analysis, HTTP header/response debugging, hardware failure analysis
  Service - Tier-1 event management & response, configuration change support, ticket & queue handling, documentation management, PKI & general authentication support

Education

2009-2012   BSc Networks Design & Management - Western Governors University

Employment History

Mar 2016 -   Amazon, Seattle, WA - United States
Present   *Technical Operations Support Engineer / Support Engineer IV*

- Tier-1 event management, application & service support, configuration, monitoring, and automation across one of the largest e-commerce & cloud platforms in the world.

- Manage continuous deployment across multiple service requests to production monitoring system.

- Scoped system to store and vend service engagement data in highly available configuration.

- Developed plan to screen and onboard senior engineering and development staff.

Jan 2016 -   Amazon, Seattle, WA - United States
Present   *Technical Operations Team Lead*

- Team Lead for Seattle-based Technical Operations Support Team.

- Integrated as part of management team.

- Ensure team of 15 engineers is delivering on SLAs and operational goals.

- AGILE based project management and roadmap planning.

- Point of escalation for ongoing service/event issues.

- Ongoing engagement and project management with other service teams within Amazon.

Sep 2014 - Amazon, Seattle, WA - United States
Mar 2016 *Technical Operations Support Engineer / Support Engineer III*

- Tier-1 event management, application & service support, configuration, monitoring, and automation across one of the largest e-commerce & cloud platforms in the world.

- Deployed code in continuous delivery to production monitoring system utilized globally by internal Amazon teams.

- Helped define 1st-tier engagement policies for event response.

- Supported & configured multiple highly-available applications and services.

Sep 2013 - Level 3, Tulsa, OK - United States
Aug 2014 *CDN/NOC Technician*

- Monitor and maintain many thousand node global CDN platform, including highly available storage and streaming applications.

- Tier-1 event management & response(including 3rd party vendor engagement), real time alert analysis, triage, and application support.

- Provided analysis and debugging output to Tier III engineering teams identifying a critical bug in global Java application.

- Developed scripting to identify nodes approaching critical via historical alarm & monitoring data analysis.

- **Additional Experience Hilights**

  Synergy Services - Contract CDN Technician - Tulsa, OK
  Jun 2013 - Sep 2013
  Rapid training and successful transition to full-time direct-hire monitoring technician with single responsibility inside the Level 3 CDN.
  Tech Specialties - CEO/Consultant - Stillwater, OK
  Feb 2010 - Sep 2014
  Provided IT consulting and support for small/medium business clients. Full ownership of project design, sale, implementation, and support.